

Special points of interest:

- SANDY BELL AND THE HUMAN SERVICE MINI-MOTOR POOL HONORED AS MOTOR POOL OF THE MONTH.
- STATE OF COLORADO FLEET DIRECTOR VISITS DFO ON A INFORMATION GATHERING TOUR.
- NEW SHUTTLE SIGNS HAVE ARRIVED, LOOK FOR THEM ON YOUR NEXT SHUTTLE RIDE.
- CAN YOU SPOT OUR APRIL FOOLS JOKE? ^ _ ^

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Car of the Future Arrives at the Capitol Motor Pool



Department of Administrative Services Executive Director, Raylene Ireland takes the new Honda Hybrid out for a spin.

The Division of Fleet Operations (DFO) would like to introduce the newest member of the daily use vehicles in the Capitol Motor Pool, as well as the latest in clean fuel vehicles, the Honda Insight. The Insight is an electric/gasoline hybrid that can travel up to 700 miles on a single tank of gas.

"When Margaret mentioned that we had this car in Director's meeting, everybody snickered," said Raylene Ireland, Executive Director of the Department of Administrative Services. "The last time we had an electronic vehicle, well, it was just a lot of fun but you couldn't get it back up Capitol Hill. We wound up having to get it towed back up the hill."

The difference between the electric vehicles of the past and the electric/

gasoline hybrid vehicle of today, according to the Honda Corporation, is that the Insight has a 1-liter, 3-cylinder VTEC engine with the additional horsepower and torque provided by the electric motor. The Insight does not have to be plugged in to recharge, the battery pack is recharged during deceleration in a process called "regenerative braking", but don't run out of gasoline, this vehicle cannot run on electricity alone.

After test-driving the Insight Ireland noted, "It looks like something James Bond would drive. It handled nicely, took corners well, very smooth drive, very quiet and it had good power going up the hill. There was no indication that this was an alternate fuel car. It was impressive."

The Insight will be available for daily use begin-

ning April 1, so call and make arrangements to drive the future today. Although the Insight is a two-seater with limited storage space it would be the perfect vehicle for running local errands or for one, or two people traveling out of town on State business.

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Fleet OutReach Users Meeting

Did You Know?

Due to the hybrid vehicles dependency on gasoline, it is not fit within the Federal Energy Policy Act standards for a clean fuel vehicle. There are currently 662 vehicles that qualify as clean fuel vehicles, under the Federal Mandate, in the State fleet. The break down of vehicle types is as follows:

* 203 Flex-fuel vehicles or vehicles that can be operated on E-85 fuel. E-85 is currently not available for use in the State of Utah.

* 440 Bi-fuel vehicles. The bi-fuel vehicles in the State fleet operate on either gasoline or Compressed Natural Gas (CNG).

* 19 Dedicated CNG vehicles. This vehicle type operates solely on CNG.

The Division of Fleet Operations (DFO) held a customer FORUM on Thursday, March 22 in the auditorium of the State Office Building. The two-hour meeting covered everything from fueling seminars to the implementation of the ARI program. The ARI is the new outsourced, vehicle maintenance and roadside assistance program used by DFO. The Division and ARI participated in a six-month pilot program to determine if ARI's customer service skills met with DFO standards.

It was determined that ARI not only met, but exceeded the Division's expectations in the areas of customer service, vendor availability and cost savings to the State of Utah. DFO has begun a six-month "fazing in" process and will be contacting a few agencies each month with information on the switch over. Other items covered during the meeting included:

ered during the meeting included:

- Procedures to be followed prior to send electronic equipment to be sold at the Surplus Property Program.
- Customers attending the meeting were asked for feedback on the DFO web site. To participate in the survey, fill-out and submit found on the current DFO web site.
- The Division is replacing more than 1200 State vehicles during this replacement cycle. It is anticipated that more than 25 new vehicles each day through June 2001. Agencies were asked to retrieve their replacement vehicles within five days of receiving notification. This will help ease the congestion at the Draper facility and will help to avoid double billing for assigned vehicles.

- Deputy Director Margaret Chambers explained the "Report Card" system used to ensure FleetAnywhere users are inputting correct information used for vehicle tracking.
- DFO is now offering a "How To Fuel a Compressed Natural Gas Vehicle" seminar. To schedule a seminar complete an online request form at, <http://fleet.state.ut.us/cngsignup.html>

The bi-monthly FORUM is held to give DFO customers a chance to voice any concerns they have with any of the Division's programs. It also provides Division management an opportunity to explain the why's and how's of leasing State vehicles. The next FORUM will be held in May 2001. Customers will be notified when final dates and times have been arranged.

Personnel Note

On Sunday March 18, Cindy Litz and her fiancé, Ken Manzanares, set sail for the Mexican Riviera. The seven-day Carnival Cruise made stops at Puerto Vallarta, Mazatlan and Cabo San Lucas.

"I think one of the neat things about [the cruise] was meeting all of the people from all of the different states," Litz said.

Some of the ship activities included; dancing, gambling, shopping, hanging out on deck listening to the Jamaican Band and attending the wide variety of shows.

"There was too much time on the ship, I would have liked to spend more time at each port," she said.

While in Puerto Vallarta, the couple took a tour of the city. On the tour they saw old churches and a beach. The most eye catching thing on the tour for Litz was the brightly colored flowers. She also noted that large homes were built next to a shack, and found that a little disturbing, but that wasn't quite as disturbing as seeing the heavily armed local police.

"The one officer I noticed, was hidden in the shadows with a stone face and big gun hanging down at his side, I wanted to get a picture of him, but I was too afraid," she said.

The second port of call was the city of Mazatlan. At this stop the ship was not allowed to port as scheduled due to heavy fog.

"We were allowed to stay three hours later because of the fog," Litz said. While in Mazatlan the couple partied at Senór Frogs, shopped for silver jewelry and risked their lives on a whirl wind tour of the city by taxi.

"It was pretty much who ever got to the intersection first got to go," she said. "We had a fun taxi driver, he had sirens, bells and whistles. I was surprised he got away with it, but he did. He was just fun," she said.

During their final stop at Cabo San Lucas the couple went snorkeling at Lovers Beach.

"I loved it there, it was my favorite place, I wish we could have stayed all day," she said.

Although the couple has a great time on the cruise, Litz remarked that next time she goes to Mexico she will fly in and stay at a hotel that she can spend more time exploring the wondrous cities.

Surplus Property Request

The State Surplus Property program is similar to a big "yard sale" offering State property that is no longer needed, for purchase by the public. Items such as desks, chairs, conference tables and vehicles can be purchased at a reasonable price. However, in recent months, some people have been receiving an added bonus when purchasing three different types of electronic equipment from the Surplus program.

Two-way radios are very popular with HAM radio operators, because the UHF frequency can be easily reprogrammed for use with a HAM radio at little costs. However, when a two-way radio is sold, but has not been deprogrammed or has not had the frequency hip removed, prior to purchase, the purchaser could have access to police frequencies, which can cause dangerous situations in the wrong hands.

"It was reported to me that calls of 'officer in trouble' and 'officer down', were made by kids or young adults, who probably think it's a joke, but these calls turn the [police] upside down trying to respond," explained Surplus Property Manager David Regan. "So we wound up pulling all of the two-ways off of the sales floor so that Corrections could deprogram them and we had to provide a complete customer information list of all the people who had purchased one of the radios for use in an investigation."

Regan added that it is illegal for the public to be on a police frequency and to make false calls, but it also causes chaos within the agency and is a waste of public safety resources.

Another type of electronics that is causing concern is surplus cellular phones and pagers. It was recently discovered that some cell-phones are being sent to the Surplus Property program and the owning agency has neglected to cancel the service.

"If it wasn't for an honest customer, who called and made us aware of [the fact that the cell-phone still had service], we would have no way of knowing there was a problem. If the agency doesn't track phone bills closely, the purchaser could be calling on the taxpayer's dime forever," Regan said. "This is the only time that a customer has called to let us know the phone still had service. Who knows how many other cell-phones, with service, are out there that we don't know about; I sell a lot of cell-phones."

A third area of concern was brought to the attention of not only the Surplus Property program, but to Channel 2 News viewers as well. Computers were sent to the Surplus Property program without properly removing information from the hard-drive. Last fall, Channel 2 News purchased several computers from State Surplus and many other governmental Surplus programs, to see if they could recover any vital information using the recovery programs available on the market. Although the information found, by Channel 2 News, on the State computers was not confidential, there is the possibility of future problems.



Regan explains that simply deleting the information from the hard-drive is not enough. "When you erase stuff [off of a computer] you never really erase it, all that happens is the computers tell you that 'OK this space is now available', and not until you write over that space does the previous data actually disappear."

In the past, agencies have been reinstalling software to delete information, but clearing the hard-drive in this manner can still leave information behind, as seen on the News story. The best way to clear a hard-drive prior to sending a computer to the Surplus Property program is to purchase one of the programs out on the market that will completely write over the hard-drive with XOXO. That way, agencies can be sure that no confidential information can fall into the wrong hands and that the State is not illegally selling software.

The Division of Fleet Operations is trying to get the word out to agencies about the possible problems caused by overlooking small things. The steps that must be followed when sending electronic equipment to the Surplus Property program will soon be incorporated into Administrative Rule.

Did You Know?

Information regarding Alternative Fuel Vehicles was recently featured on Channel 5 morning news. The vehicle used in the story is a dedicated Compressed Natural Gas (CNG) vehicle from the State's Daily Motor Pool. Contact the Human Services Motor Pool for information regarding how to lease this vehicle.

Incentive Awards



Pictured left to right, Tanya Price, Cindy Litz, Gary Robertson, Deannna Nielsen, Mark Yeschick & Kelly Kay

This month marks a new frontier in Incentive Awards, Division Director Steve Saltzgiver, nominated an employee from another Division. Mike Broschinsky, from the Division of Administrative Rules, was honored for his assistance in creating two presentations, for Division of Fleet Operations (DFO). Broschinsky did the narration on both the 4X4 presentation (shown to the legislative committee) and the CNG fueling seminar disk. Although giving an incentive award outside of the Division is unusual Saltzgiver felt it was necessary due to the amount of time donated by Broschinsky to complete the voice-overs on these productions. DFO would like to thank Broschinsky for his efforts in making DFO sound so smoooooooooth.

There were also many people from within the Division honored for their efforts during the past month.

Gala Dumas received an Extra Mile award for going out of her way, after- hours, to get a foster

baby from airport to the hospital for open-heart surgery.

Joe Flora received a Recognition Award for providing excellent customer service.

Kathryn Anderson, Karen Kraus and Carol Law all received letters of commendation from DFO customers, which lead to the three of them being honored with Recognition Awards. Keep up the good work ladies!

Tracie Brush received a Recognition Award for figuring out a long- standing problem with the phone list on the web site.

The Whole Accounting Team was honored with Recognition Awards for their efforts in cleaning out the "cage" and the back room in preparation for year-end reporting. Good job team.

To nominate someone caught in the act of "doing good" fill-out and submit the following form. <http://fleet.state.ut.us/incentiveaward.html>